

***Youth Services Survey for Youth
(YSS-Youth) Results***

***Statewide Summary Report
for the
November 2004 Data Collection Period***

CHILDREN & YOUTH PERFORMANCE OUTCOMES



**Broad-Based Evaluation
Consumer Perception Survey**

**MARCH 2005
(Revised May 2005)**

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Purpose of this report

The purpose of this report is to provide data on consumer perception of mental health services, as measured by the items from the 21-item Youth Services Survey for Youth (YSS-Youth). This report is a STATEWIDE summary of the YSS-Youth (see Attachment A) data that were collected by the California State Department of Mental Health during the November 1-15, 2004 survey period. To assist with the interpretation of this summary report, brief narratives are provided before each table presented. County tables can be downloaded from each county's Information Technology Web Services (ITWS) folder, accessible to authorized ITWS users at <https://mhhitws.cahwnet.gov/>.

Consumer Demographic & Descriptive Items

Summary Report

The following tables reflect aggregated STATEWIDE data and highlight the YSS-Youth Survey demographic items, as well as several additional descriptive items, that were reported by consumers who received services during the November 1-15, 2004, survey period. Results of YSS-Youth consumer-completed items are highlighted in yellow, and exclude surveys that had no responses for all 21 items on the YSS-Youth portion of the survey. **Out of 10,719 Statewide YSS-Youth Surveys, a total of 9,134 had at least one response to the YSS-Youth section.**

TOTAL NUMBER OF SURVEYS SUBMITTED (STATEWIDE)

A total of 10,719 YSS-Youth Surveys were submitted to the State.

Statewide

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Statewide	10719	100.0	100.0	100.0

GENDER

For the consumers who responded to the question – “What is your gender?” – 44.6% identified themselves as Female, 54.8% as Male and 0.7% as Other. Additionally, 7.1% of the consumers did not respond to this item.

What is your gender?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Female	3783	41.4	44.6	44.6
	Male	4648	50.9	54.8	99.3
	Other	58	.6	.7	100.0
	Total	8489	92.9	100.0	
No Response		645	7.1		
Total		9134	100.0		

AGE CATEGORY*

For the consumers who responded to the question – “What is your date of birth?” – 9.2% were under age 13, 15.6% were age 13, 17.1% were age 14, 18.3% were age 15, 18.1% were age 16, 14.9% were age 17, 5.3% were age 18-21 and 1.5% were older than 21. Additionally, 10.6% of the consumers did not respond to this item.

Age Category

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Under 13	754	8.3	9.2	9.2
	13	1272	13.9	15.6	24.8
	14	1399	15.3	17.1	42.0
	15	1492	16.3	18.3	60.2
	16	1475	16.1	18.1	78.3
	17	1214	13.3	14.9	93.2
	18-21	435	4.8	5.3	98.5
	over 21	123	1.3	1.5	100.0
	Total	8164	89.4	100.0	
No Response		970	10.6		
Total		9134	100.0		

SERVICE LENGTH

For the consumers who responded to the question – “How long have you received services here?” – 4.0% reported that it was their first visit; 6.6% reported that they had had more than one visit, but that they had received services for less than one month; 13.5% reported having received services for 1-2 months; 17.9% reported having received services for 3-5 months; 22.7% reported receiving services for 6 months to 1 year; and 35.3% reported receiving services for more than one year. Additionally, 29.7% of the consumers did not respond to this item.

How long have you received services here?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	This is my first visit here	254	2.8	4.0	4.0
	> 1 visit, but < one month	426	4.7	6.6	10.6
	1 to 2 months	867	9.5	13.5	24.1
	3 to 5 months	1149	12.6	17.9	42.0
	6 months to 1 year	1459	16.0	22.7	64.7
	More than 1 year	2270	24.9	35.3	100.0
	Total	6425	70.3	100.0	
No Response		2709	29.7		
Total		9134	100.0		

* The Youth surveys are typically provided to youth between the ages of 13 and 17 as well as to some transition age youth up to age 21 who continue to be served by the “Children’s System.” The table reflects that DMH received “youth” surveys from consumers younger than 13 and older than 21 years of age. Consumers may have, inadvertently, been given the wrong survey form to complete, or many have unintentionally filled out the item with an invalid date of birth. Also, for a number of surveys received “date of birth” was not completed.

MEXICAN / HISPANIC / LATINO ORIGIN

On the YSS-Youth Survey, 37.0% of the consumers identified themselves as being “of Mexican / Hispanic / Latino Origin.”

Are you of Mexican / Hispanic / Latino origin?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	4098	44.9	44.9	44.9
	Yes	3380	37.0	37.0	81.9
	Unknown	1656	18.1	18.1	100.0
	Total	9134	100.0	100.0	

RACE

Consumers were permitted to identify as many race categories as they felt were applicable; therefore, each race category is reported individually and, due to potential overlap, the numbers will not collectively add up to 100%. Each race category was presented as a “yes/no” option: “yes” if the consumer marked the bubble on the YSS-Youth Survey and “no” if the consumer did not mark the bubble.

On the YSS-Youth Survey, 37.4% of the consumers identified themselves as being “White / Caucasian.”

Is your race White / Caucasian?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	5720	62.6	62.6	62.6
	Yes	3414	37.4	37.4	100.0
	Total	9134	100.0	100.0	

On the YSS-Youth Survey, 19.7% of the consumers identified themselves as being “Black / African American.”

Is your race Black / African American?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	7333	80.3	80.3	80.3
	Yes	1801	19.7	19.7	100.0
	Total	9134	100.0	100.0	

On the YSS-Youth Survey, 4.0% of the consumers identified themselves as being “Asian.”

Is your race Asian?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	8768	96.0	96.0	96.0
	Yes	366	4.0	4.0	100.0
	Total	9134	100.0	100.0	

On the YSS-Youth Survey, 8.3% of the consumers identified themselves as being “American Indian / Alaskan Native.”

Is your race American Indian / Alaskan Native?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	8379	91.7	91.7	91.7
	Yes	755	8.3	8.3	100.0
	Total	9134	100.0	100.0	

On the YSS-Youth Survey, 3.5% of the consumers identified themselves as being “Hawaiian / Other Pacific Islander.”

Is your race Native Hawaiian / Other Pacific Islander?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	8812	96.5	96.5	96.5
	Yes	322	3.5	3.5	100.0
	Total	9134	100.0	100.0	

On the YSS-Youth Survey, 26.2% of the consumers identified themselves as being of another race.

Other Race?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	6740	73.8	73.8	73.8
	Yes	2394	26.2	26.2	100.0
	Total	9134	100.0	100.0	

On the YSS-Youth Survey, 3.4% of the consumers were not able to identify their race.

Unknown Race?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	8821	96.6	96.6	96.6
	Yes	313	3.4	3.4	100.0
	Total	9134	100.0	100.0	

LANGUAGE OF SURVEY

On the YSS-Youth Survey, 2 consumers used the Chinese version of the YSS-Youth Survey; 97.7% of the consumers responded using the English version; 2.3% used the Spanish version and 1 consumer used the Tagalog version of the YSS-Youth Survey. Additionally, 0.5% of the surveys received did not indicate the language of the survey.

Language of instrument

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Chinese	2	.0	.0	.0
	English	8874	97.2	97.7	97.7
	Spanish	210	2.3	2.3	100.0
	Tagalog	1	.0	.0	100.0
	Total	9087	99.5	100.0	
No Response		47	.5	.5	
Total		9134	100.0		

PREFERRED LANGUAGE

On the YSS-Youth Survey, 96.1% of the consumers responded that the services they received were provided in the language they preferred and 94.3% responded that written information was available in their preferred language. Additionally, 8.2% and 9.8% of the consumers did not respond to these items, respectively.

Were the services you received provided in the language you prefer?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	329	3.6	3.9	3.9
	Yes	8056	88.2	96.1	100.0
	Total	8385	91.8	100.0	
No Response		749	8.2		
Total		9134	100.0		

Was written information (e.g., brochures describing available services, your rights as a consumer, and mental health education materials) available to you in the language you prefer?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	471	5.2	5.7	5.7
	Yes	7767	85.0	94.3	100.0
	Total	8238	90.2	100.0	
No Response		896	9.8		
Total		9134	100.0		

JUVENILE JUSTICE SYSTEM INVOLVEMENT

For the November 2004 survey period, 93.2% of the consumers reported that they had NOT been arrested for any crimes in the month prior to completing the YSS-Youth Survey. Additionally, 6.9% of the consumers did not respond to this item.

In the past MONTH, how many times have you been arrested for any crimes?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No arrests	7924	86.8	93.2	93.2
	1 arrest	387	4.2	4.6	97.7
	2 arrests	93	1.0	1.1	98.8
	3 arrests	39	.4	.5	99.3
	4 or more arrests	61	.7	.7	100.0
	Total	8504	93.1	100.0	
	No Response	630	6.9		
Total		9134	100.0		

SCHOOL ATTENDANCE

For the consumers who responded to the question – “How often were you absent from school during the past month?” – 42.5% indicated 1 day or less, 12.6% indicated 2 days, 16.0% indicated 3-5 days, 5.0% indicated 6-10 days, 4.3% indicated more than 10 days, 12.2% did not remember and 7.4% indicated that the question did not apply to them or that they were not in school. Additionally, 7.8% of the consumers did not respond to this item.

How often were you absent from school during the past MONTH?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 day or less	3575	39.1	42.5	42.5
	2 days	1063	11.6	12.6	55.1
	3-5 days	1346	14.7	16.0	71.1
	6-10 days	424	4.6	5.0	76.1
	More than 10 days	364	4.0	4.3	80.4
	Do not remember	1023	11.2	12.2	92.6
	Not Applicable / Not In School	624	6.8	7.4	100.0
	Total	8419	92.2	100.0	
	No Response	715	7.8		
Total		9134	100.0		

ASSISTANCE COMPLETING SURVEY

Consumers were permitted to identify all of the individuals who assisted them in completing the YSS-Youth Survey; therefore, more than one person may have provided assistance and, due to potential overlap, the numbers will not collectively add up to 100%. Each category was presented as a “yes/no” option: “yes” if the consumer marked the bubble on the YSS-Youth Survey and “no” if the consumer did not mark the bubble.

For the November 2004 survey period, 57.8% of the consumers responded that they did not need any help in completing the YSS-Youth Survey.

I did not need any help.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	3855	42.2	42.2	42.2
	Yes	5279	57.8	57.8	100.0
	Total	9134	100.0	100.0	

For the November 2004 survey period, 4.1% of the consumers responded that a mental health advocate / volunteer helped them complete the YSS-Youth Survey.

A mental health advocate / volunteer helped me.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	8758	95.9	95.9	95.9
	Yes	376	4.1	4.1	100.0
	Total	9134	100.0	100.0	

For the November 2004 survey period, 1.6% of the consumers responded that another mental health consumer helped them complete the YSS-Youth Survey.

Another mental health consumer helped me.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	8987	98.4	98.4	98.4
	Yes	147	1.6	1.6	100.0
	Total	9134	100.0	100.0	

For the November 2004 survey period, 10.8% of the consumers responded that a member of their family helped them complete the YSS-Youth Survey.

A member of my family helped me.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	8149	89.2	89.2	89.2
	Yes	985	10.8	10.8	100.0
	Total	9134	100.0	100.0	

For the November 2004 survey period, 2.2% of the consumers responded that a professional interviewer helped them complete the YSS-Youth Survey.

A professional interviewer helped me.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	8929	97.8	97.8	97.8
	Yes	205	2.2	2.2	100.0
	Total	9134	100.0	100.0	

For the November 2004 survey period, 9.0% of the consumers responded that a clinician / case manager helped them complete the YSS-Youth Survey.

My clinician / case manager helped me.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	8310	91.0	91.0	91.0
	Yes	824	9.0	9.0	100.0
	Total	9134	100.0	100.0	

For the November 2004 survey period, 9.6% of the consumers responded that a staff member other than their clinician or case manager helped them complete the YSS-Youth Survey.

A staff member other than my clinician or case manager helped me.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	8255	90.4	90.4	90.4
	Yes	879	9.6	9.6	100.0
	Total	9134	100.0	100.0	

For the November 2004 survey period, 6.1% of the consumers responded that someone else helped them complete the YSS-Youth Survey.

Someone else helped me.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	8579	93.9	93.9	93.9
	Yes	555	6.1	6.1	100.0
	Total	9134	100.0	100.0	

REASON WHY SURVEY NOT COMPLETED (*if applicable*)

Out of 10,719 surveys received, 87 (0.8%) were not completed by the consumers. County staff were expected to complete a “Reason” item if a consumer who met the criteria for the target population did not complete a YSS-Youth Survey. Of those consumers who were expected to complete a YSS-Youth Survey, but did not, 35.2% of the consumers were reported to have Refused the survey, 5.3% were reported to have had an Impairment, 2.2% did not have a survey available in their Language and 57.3% were marked as having an “Other” reason for non-completion. Additionally, 5.5% of the YSS-Youth Surveys that were not completed did not have a “Reason” response.

If the instrument is not completed, the PRIMARY reason must be indicated.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Refused	527	33.2	35.2	35.2
	Impairment	79	5.0	5.3	40.5
	Language	33	2.1	2.2	42.7
	Other	859	54.2	57.3	100.0
	Total	1498	94.5	100.0	
No Response		87	5.5		
Total		1585	100.0		

Youth Services Survey for Youth (YSS-Youth)

Summary Report

About the Youth Services Survey for Youth (YSS-Youth)

The YSS-Youth is a 21-item consumer-completed survey designed to obtain participant perceptions of 1) access to services, 2) cultural sensitivity, 3) consumer participation in treatment planning, 4) service outcomes and 5) general satisfaction. The YSS-Youth was developed through the collaborative efforts of the federally funded Mental Health Statistics Improvement Program (www.mhsip.org), and included the direct assistance and feedback of consumers, their families, and mental health advocates. The YSS-Youth is currently used in a number of states across the United States.

It is important to remember that the ratings on the YSS-Youth represent a participant's perceptions. Some data exist to suggest that satisfaction with services, in and of itself, does not necessarily correlate with outcomes. However, the YSS-Youth provides a good source of information to ensure that consumers have the opportunity to shape and improve their services.

The following tables present STATEWIDE data that were collected and aggregated from the YSS-Youth portion of the November 2004 YSS-Youth Survey. The YSS-Youth items are rated on a five-point scale, with "5" indicating the greatest satisfaction.

The items that comprise each of the YSS-Youth subscales (i.e., access to services, cultural sensitivity, consumer participation in treatment planning, service outcomes and general satisfaction) were averaged and then grouped into the following categories: 1.0 - 1.5 = 'Dissatisfied', 1.5001 - 2.5 = 'Somewhat Dissatisfied', 2.5001 - 3.5 = 'Neutral', 3.5001 - 4.5 = 'Satisfied' and 4.5001 - 5 = 'Very Satisfied'. As a general guideline, for interpretation, the national benchmark for satisfaction is an overall scale score above 3.5.

For the tables reflecting categorical groupings of YSS-Youth averages and YSS-Youth subscale averages, total frequencies may differ depending on how many items on each scale consumers completed. Averages were only calculated for those YSS-Youth Surveys where at least 2/3 of the items in the particular domain were completed (i.e., only 1/3 of the items could have no response). The results are highlighted in yellow.

The average scores for each of the YSS-Youth subscales are reported below.

PERCEPTION OF ACCESS TO SERVICES

For the consumers who completed at least 2/3 of the items that comprise the “Perception of Access to Services” subscale, 19.3% reported that they were Very Satisfied, 48.5% reported they were Satisfied, 22.3% were Neutral, 6.7% were Somewhat Dissatisfied and 3.2% were Dissatisfied. Additionally, for 6.6% of the surveys, less than 2/3 of the necessary items were completed, thus no subscale score could be calculated.

Perception of Access to Services

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Dissatisfied	272	3.0	3.2	3.2
	Somewhat Dissatisfied	574	6.3	6.7	9.9
	Neutral	1900	20.8	22.3	32.2
	Satisfied	4135	45.3	48.5	80.7
	Very Satisfied	1650	18.1	19.3	100.0
	Total	8531	93.4	100.0	
No Response		603	6.6		
Total		9134	100.0		

PERCEPTION OF CULTURAL SENSITIVITY

For the consumers who completed at least 2/3 of the items that comprise the “Perception of Cultural Sensitivity” subscale, 34.4% reported that they were Very Satisfied, 49.1% reported they were Satisfied, 12.2% were Neutral, 2.7% were Somewhat Dissatisfied and 1.6% were Dissatisfied. Additionally, for 7.6% of the surveys, less than 2/3 of the necessary items were completed, thus no subscale score could be calculated.

Perception of Cultural Sensitivity

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Dissatisfied	136	1.5	1.6	1.6
	Somewhat Dissatisfied	226	2.5	2.7	4.3
	Neutral	1031	11.3	12.2	16.5
	Satisfied	4144	45.4	49.1	65.6
	Very Satisfied	2905	31.8	34.4	100.0
	Total	8442	92.4	100.0	
No Response		692	7.6		
Total		9134	100.0		

PERCEPTION OF PARTICIPATION IN TREATMENT PLANNING

For the consumers who completed at least 2/3 of the items that comprise the “Perception of Participation of Treatment Planning” subscale, 16.8% reported that they were Very Satisfied, 48.7% reported they were Satisfied, 25.3% were Neutral, 6.9% were Somewhat Dissatisfied and 2.2% were Dissatisfied. Additionally, for 3.7% of the surveys, less than 2/3 of the necessary items were completed, thus no subscale score could be calculated.

Perception of Participation in Treatment Planning

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Dissatisfied	192	2.1	2.2	2.2
	Somewhat Dissatisfied	611	6.7	6.9	9.1
	Neutral	2229	24.4	25.3	34.5
	Satisfied	4287	46.9	48.7	83.2
	Very Satisfied	1477	16.2	16.8	100.0
	Total	8796	96.3	100.0	
No Response		338	3.7		
Total		9134	100.0		

OUTCOMES

For the consumers who completed at least 2/3 of the items that comprise the “Outcomes” subscale, 16.8% reported that they were Very Satisfied, 49.0% reported they were Satisfied, 26.3% were Neutral, 6.0% were Somewhat Dissatisfied and 1.9% were Dissatisfied. Additionally, for 4.7% of the surveys, less than 2/3 of the necessary items were completed, thus no subscale score could be calculated.

Outcomes

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Dissatisfied	166	1.8	1.9	1.9
	Somewhat Dissatisfied	520	5.7	6.0	7.9
	Neutral	2294	25.1	26.3	34.2
	Satisfied	4267	46.7	49.0	83.2
	Very Satisfied	1462	16.0	16.8	100.0
	Total	8709	95.3	100.0	
No Response		425	4.7		
Total		9134	100.0		

GENERAL SATISFACTION

For the consumers who completed at least 2/3 of the items that comprise the “General Satisfaction” subscale, 23.8% reported that they were Very Satisfied, 50.0% reported they were Satisfied, 19.1% were Neutral, 4.9% were Somewhat Dissatisfied and 2.2% were Dissatisfied. Additionally, for 2.3% of the surveys, less than 2/3 of the necessary items were completed, thus no subscale score could be calculated.

General Satisfaction

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Dissatisfied	192	2.1	2.2	2.2
	Somewhat Dissatisfied	436	4.8	4.9	7.0
	Neutral	1705	18.7	19.1	26.1
	Satisfied	4463	48.9	50.0	76.2
	Very Satisfied	2126	23.3	23.8	100.0
	Total	8922	97.7	100.0	
No Response		212	2.3		
Total		9134	100.0		

AVERAGE MHSIP SUBSCALE SCORES

Average scores were calculated for the surveys within which at least 2/3 of the items that comprise each of the subscales were completed. Overall, respondents indicated that they were “Satisfied” with Access to Services (indicated by a subscale score of 3.88; 8,531 responses), the Cultural Sensitivity of their treatment (indicated by a subscale score of 4.17; 8,442 responses), Participation in Treatment Planning (indicated by a subscale score of 3.73; 8,796 responses), Outcomes (indicated by a subscale score of 3.77; 8,709 responses) and services generally (General Satisfaction; indicated by a subscale score of 3.93; 8,922 responses).

Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
Average: Perception of Access to Services	8531	1.00	5.00	3.88	.90
Average: Perception of Cultural Sensitivity	8442	1.00	5.00	4.17	.78
Average: Perception of Participation in Treatment Planning	8796	1.00	5.00	3.73	.86
Average: Outcomes	8709	1.00	5.00	3.77	.82
Average: General Satisfaction	8922	1.00	5.00	3.93	.84
Valid N (listwise)	7651				



YOUTH SERVICES SURVEY* (YSS)

Please help our agency make services better by answering some questions. Your answers are confidential and will not influence current or future services you receive. **For each survey item below, please fill in the circle that corresponds to your choice. Please fill in the circle completely.** **EXAMPLE:** Correct ● Incorrect ✗

Please answer the following questions based on the **last 6 months** OR if you have not received services for 6 months, just give answers based on the services you have received so far. Indicate if you **Strongly Disagree**, **Disagree**, are **Undecided**, **Agree**, or **Strongly Agree** with each of the statements below. If the question is about something you have not experienced, fill in the circle for **Not Applicable** to indicate that this item does not apply to you.

**START
HERE**



Approximately, how long have you received services here?

- ☐ This is my first visit here. ☐ 1 - 2 Months ☐ More than 1 year
☐ I have had more than one visit but I have received services for less than one month. ☐ 3 - 5 Months ☐ 6 months to 1 year

	Strongly Disagree	Disagree	Undecided	Agree	Strongly Agree	Not Applicable
1. Overall, I am satisfied with the services I received.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. I helped to choose my services.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. I helped to choose my treatment goals.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. The people helping me stuck with me no matter what.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. I felt I had someone to talk to when I was troubled.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6. I participated in my own treatment.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7. I received services that were right for me.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
8. The location of services was convenient.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
9. Services were available at times that were convenient for me.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
10. I got the help I wanted.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
11. I got as much help as I needed.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
12. Staff treated me with respect.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
13. Staff respected my family's religious / spiritual beliefs.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
14. Staff spoke with me in a way that I understood.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
15. Staff were sensitive to my cultural / ethnic background.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

As a result of the services I received:

16. I am better at handling daily life.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
17. I get along better with family members.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
18. I get along better with friends and other people.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
19. I am doing better in school and / or work.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
20. I am better able to cope when things go wrong.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
21. I am satisfied with my family life right now.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
22. Please provide comments here and /or on the back of this form, if needed.						

We are interested in both positive and negative feedback.

*Molly Brunk, Ph.D., 1999. This instrument was developed as part of the State Indicator Project funded by the Center for Mental Health Services (CMHS). It was adapted from the Family Satisfaction Questionnaire used with the CMHS Comprehensive Community Mental Health Services for Children and their Families Program and the MHSIP Consumer Survey.

CONTINUED ON NEXT PAGE...



CSI County Client Number
Must be entered on EVERY page

Y - E N



Please answer the following questions to let us know a little about you.

ENGLISH
Youth Survey

1. What is your gender? ☐ Female ☐ Male ☐ Other
2. Are you of Mexican / Hispanic / Latino origin? ☐ Yes ☐ No ☐ Unknown
3. What is your race? **(Mark all that apply.)**
- ☐ White / Caucasian ☐ American Indian / Alaskan Native ☐ Unknown
- ☐ Black / African American ☐ Native Hawaiian / Other Pacific Islander
- ☐ Asian ☐ Other
4. What is your date of birth? **(Write it in the boxes AND fill in the circles that correspond. See Example.)**

Date of Birth (mm-dd-yyyy)

		-			-				
0	0	0	0	0	0	0	0	0	0
1	1	1	1	1	1	1	1	1	1
2	2	2	2	2	2	2	2	2	2
3	3	3	3	3	3	3	3	3	3
4	4	4	4	4	4	4	4	4	4
5	5	5	5	5	5	5	5	5	5
6	6	6	6	6	6	6	6	6	6
7	7	7	7	7	7	7	7	7	7
8	8	8	8	8	8	8	8	8	8
9	9	9	9	9	9	9	9	9	9

EXAMPLE: Date of birth on April 30, 1987:

1. Write in your date of birth → **04 - 30 - 1987**

2. Fill in the corresponding circles

		-			-				
0	0	0	0	0	0	0	0	0	0
1	0	0	0	0	0	0	0	0	0
2	0	0	0	0	0	0	0	0	0
3	0	0	0	0	0	0	0	0	0
4	0	0	0	0	0	0	0	0	0
5	0	0	0	0	0	0	0	0	0
6	0	0	0	0	0	0	0	0	0
7	0	0	0	0	0	0	0	0	0
8	0	0	0	0	0	0	0	0	0
9	0	0	0	0	0	0	0	0	0

5. In the **past MONTH**, how many times have you been arrested for any crimes?
- ☐ No arrests ☐ 1 arrest ☐ 2 arrests ☐ 3 arrests ☐ 4 or more arrests
6. How often were you absent from school during the **last MONTH**?
- ☐ 1 day or less ☐ 3 to 5 days ☐ More than 10 days ☐ Do not remember
- ☐ 2 days ☐ 6 to 10 days ☐ Not applicable / Not in school
7. Were the services you received provided in the language you prefer? ☐ Yes ☐ No
8. Was written information (e.g., brochures describing available services, your rights as a consumer, and mental health education materials) available to you in the language you prefer? ☐ Yes ☐ No
9. Please identify who helped you complete any part of this survey **(Mark all that apply)**:
- ☐ I did not need any help. ☐ A professional interviewer helped me.
- ☐ A mental health advocate / volunteer helped me. ☐ My clinician / case manager helped me.
- ☐ Another mental health consumer helped me. ☐ A staff member other than my clinician or case manager helped me.
- ☐ A member of my family helped me. ☐ Someone else helped me. Who?: _____

Thank you for taking the time to answer these questions!

FOR OFFICE USE ONLY:

REQUIRED Information:

County Code:

Date of Survey Administration:

1	1	-			-	2	0	0	4
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Reason (if applicable):

Ref ☐ Imp ☐ Lan ☐ Oth ☐

Make sure the same CSI County Client Number is written on all pages of this survey.

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CSI County Client Number
Must be entered on EVERY page

Optional County Questions:

County Question #1 (mark only ONE bubble):

☐ 01 ☐ 02 ☐ 03 ☐ 04 ☐ 05 ☐ 06 ☐ 07 ☐ 08 ☐ 09 ☐ 10
☐ 11 ☐ 12 ☐ 13 ☐ 14 ☐ 15 ☐ 16 ☐ 17 ☐ 18 ☐ 19 ☐ 20

County Question #2 (mark only ONE bubble):

☐ 01 ☐ 02 ☐ 03 ☐ 04 ☐ 05 ☐ 06 ☐ 07 ☐ 08 ☐ 09 ☐ 10
☐ 11 ☐ 12 ☐ 13 ☐ 14 ☐ 15 ☐ 16 ☐ 17 ☐ 18 ☐ 19 ☐ 20

County Question #3 (mark only ONE bubble):

☐ 01 ☐ 02 ☐ 03 ☐ 04 ☐ 05 ☐ 06 ☐ 07 ☐ 08 ☐ 09 ☐ 10
☐ 11 ☐ 12 ☐ 13 ☐ 14 ☐ 15 ☐ 16 ☐ 17 ☐ 18 ☐ 19 ☐ 20

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